



HOW TO USE THE SIEMENS OPENSTAGE 20 SIP TELEPHONE





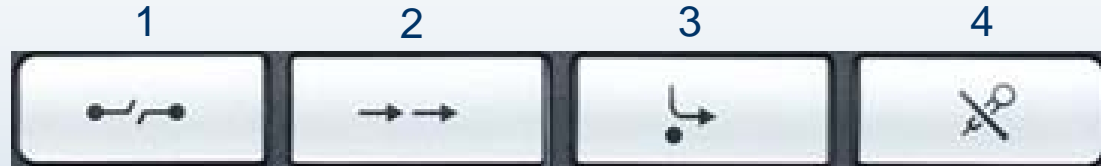
3-Way Navigator

1. To scroll up
2. To confirm entry or perform action
3. To scroll down





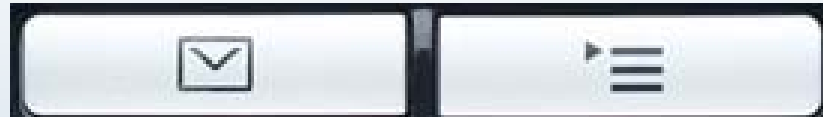
Function and Audio Keys



1. Disconnect Call
2. Repeat dialing
3. Activate or deactivate divert
4. Microphone on or off



Function and Audio Keys...



Messages / Call Log

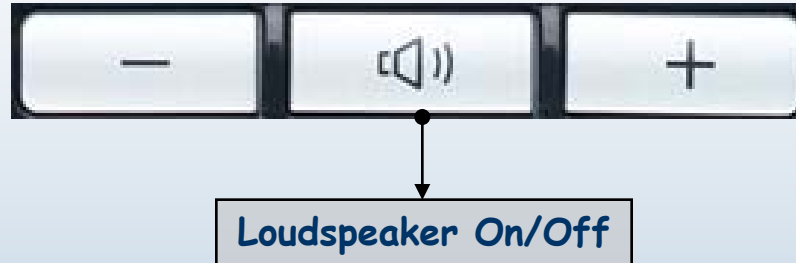
- Press envelope – press OK
- Use ▼ to select one of the following:
 - Missed
 - Dialed
 - Received
- Press OK to view records

Menu

- User settings
- Following selections
- Audio
 - Volumes and tones
- Phone
 - Display contrast



Function & Audio keys...



Adjust speaker or ringer volume

- + Increase volume
- - Decrease volume
- Loudspeaker can be used with or without handset (depending upon the situation)



Transferring a Call

Active Call

- ▼ Consult?
(to discuss the call with the staff member before transfer)
- Enter Extension – OK
- Press the down arrow
▼
- Select complete transfer - OK

Active Call

- Press the ▼ (x2)
- Select blind transfer?
(transfer the call without consulting the staff member)
- Enter Extension - OK



Basic Functionality

- Voicemail – 2555
- *22 – part of the device provisioning
- *33 – Pickup Group referred to as hunting
- Diverting ext - *10
- Diverting (own office and then ext) - *11



Basic Functions

- **To dial any number**
 - Key in the number and press the button marked OK on the 3-way navigator wait for 7 seconds for automatic dialling of the dialled number to commence
- **Switchboard**
 - Dial *9 and press OK on the navigator
- **Extension or External number**
 - Dial in complete number and press OK on Navigator NB: Remember to include the extra 0 for an external number 0021808...
- **Divert to another extension**
 - Dial *10 plus Extension Number and press OK on Navigator
- **Remove divert**
 - Dial #10 and press OK on Navigator



Basic Functions

- **Divert (first rings in your office and then to extension)**
 - Dial *11 plus Extension Number and press OK on Navigator
- **Remove divert**
 - Dial #11 and press OK on Navigator
- **Callback (if no answer or busy)**
 - Press once and then OK on the Navigator
- **Cancel callback**
 - Dial #22 and press OK on Navigator
- **To intercept a call**
 - Dial *33 and press OK on Navigator NB: must be part of a pickup group



FAULT REPORTING AND SERVICE REQUESTS

Report all Service Requests per e-Mail to :

telecom@sun.ac.za